

Latimer, Becky

From: Latimer, Becky
Sent: Tuesday, June 16, 2020 9:06 AM
To: Mel Jones
Subject: 2019-281-S

Dear Melanie Jones,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-281-S - Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-281-S - Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas <https://dms.psc.sc.gov/Web/Dockets/Detail/117238>

Please visit our website www.psc.sc.gov for further instructions if you would like to testify by Audio or Virtual Public night Hearing.

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer



* Required Fields

Letter of Protest
Docket No. 2019-281-S.

Date: * 06/15/2020

Protestant Information:

Name * **Melanie Jones**

Mailing Address *

City, State Zip * **Columbia**, **SC**

Phone *

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am an involuntary customer.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

It has been my experience that this company does not provide satisfactory service or any service for that matter that would justify a rate increase. In fact, the rate has increased drastically since they took over no obvious improvements. This company has no logic to substantiate the rates it has charged in the past, currently charges (no regard to actual use) or plans to charge with proposed increases. Initially, we were charged for every gallon of water received though it is impossible to flush every gallon of water, some water is consumed of course, now a household of only one resident pays the same rate as a family of five. That is ridiculous! The customer service at this company is horrible to say the least. They talk to you like you are a child, lie to you and treat you with disdain! So bad in fact, that they have to have a police officer on duty at the office to keep the peace! There are no notices on their site or in our bills to warn us of outrageous \$25 fees they will use to charge customers for what they deem are "data entry errors". There are no checks and balances to ensure data verification before quickly

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Yes.

Signature Required:

Melanie Jones